

Galaxy

VOICE SERVICES

August 10, 2005

Marlene H. Dortch, Secretary
Federal Communications Commission
Washington, DC

RE: WC Docket No. 05-196
Subscriber Notification and Acknowledgement Status and Compliance Report

Galaxy Voice Services Inc. (GALAXY), is filing this report in accordance with the Commission's Public Notice DA 05-2085, released July 26, 2005, in WC Docket No. 04-36 and WC Docket No. 05-196.

GALAXY, having made a good faith effort to comply with all provisions of the Commission's First Report and Order and Notice of Proposed Rulemaking, in WC Docket No. 04-36 and WC Docket No. 05-196, released June 3, 2005, provides the following report to the Commission:

1. Provide a detailed description of all actions GALAXY has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service.

RESPONSE:

Customers have been sent electronic mail messages on July 21, 2005, July 26, 2005, and August 8, 2005 informing them of the limitations of E911 service over VoIP, and directing customers to their account management website to affirm a detailed understanding of the E911 services available to them and the limitations. The affirmation process requires both a "click" on a web site and a manual response to an automated e-mail sent after the web site "click."

VoIP subscribers acquired after July 20th are sent a both a paper and electronic document describing the limitations of VoIP E911 service. These accounts are not activated until the customer performs the online procedure described in the previous paragraph.

For customers not wishing to perform an online acknowledgment, GALAXY is providing a paper form that can be sent via FAX or Postal Mail.

Customers that have not acknowledged completed an acknowledgement prior to the 20th of August will be contacted again via e-mail and via other means to avoid having their accounts disabled on the August 29th deadline.

2. Provide a quantification of how many subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of August 9, 2005, and an estimation of the percentage of subscribers from whom GALAXY does not expect to receive an acknowledgement by August 29, 2005.

RESPONSE:

As of August 10, 2005, GALAXY has received approximately 74 % of affirmative acknowledgements received back.

We expect all (100%) installed customers to provide affirmative acknowledgement by August 29, 2005.

3. Provide a detailed description of whether and how GALAXY has distributed to all subscribers warning stickers or other appropriated labels, along with instructions on placing these labels on or near the CPE used in connection with the interconnected VoIP service.

RESPONSE:

GALAXY has postal mailed stickers and instructions to each of its subscribers acquired prior to July 20, 2005. Customers acquired after that date are mailed stickers and instructions as part of a new account package or affixed to CPE.

The stickers provided highlighted the limitations of E911 service, including the necessity for an accurate service address, and the limitations of VoIP E911 with regards to mobility, technical limitations, and the requirements for a working broadband connection and electric service.

In areas where we cannot currently provide E911 service a bold "no 911" sticker has been provided.

4. Provide a quantification of how many subscribers, on a percentage basis, were not sent the notification letter and stickers.

RESPONSE:

0% of our customers were NOT sent notification letters and stickers (100% have been sent notification letters and stickers).

5. Provide a detailed description of any and all actions GALAXY plans on taking towards any of its subscribers who do not affirmatively acknowledge having received and understood the E911 advisory and stickers.

RESPONSE:

GALAXY will suspend customers from whom we have not received affirmative acknowledgement in hand by August 29, 2005, as required by the First Report and Order.

6. Provide a detailed of how GALAXY is currently maintaining any acknowledgements received from its subscribers.

RESPONSE:

Along with any paper responses, Galaxy is maintaining an electronic database of responses.

7. Provide the Name, title, address, phone number, and email address of the person(s) responsible for the Company's compliance efforts with the VoIP E911 Order.

RESPONSE

Sandy Bendremer
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This report is being files today via the FCC's Electronic Comment Filing Systems (ECFS).

All correspondence and inquiries in connection with this filing should be addressed to me with the contact information in the response to number 7 above.

Sincerely



Sandy Bendremer
Vice President